## How we create value

## **Business model Strategy and values** 2024-25 **Outcomes** highlights How we create, deliver and capture value How we grow, improve and adapt Tangible benefits we deliver to our stakeholders Empowering communities to share use energy for a better tomorrow **Our customers** Customer-first response during major weather events, Safe and reliable electricity What we do safely restoring power for supply, minimising network communities with care and urgency Distribute electricity safely costs and enabling energy and reliably across a vast choices like solar, batteries ▶ 94.5% satisfied customers after Make safety your own network, while leading the and electric vehicles interacting with our contact centre energy transition s, supportive and hopes **Our communities \$4.42M** spent with Drive Be easy to do business v 38 First Nations suppliers Connecting regional, rural connections Who we serve and remote communities, **\$867.912** provided to and load through energy access, local Households. community groups and jobs and partnerships charities businesses, communities and energy market Facilitate participants Be inclusive, transition Our people electric 500 apprentices, vehicle Safe, inclusive and trainees and graduates **OUR** PEOPLE adoption purpose-driven ▶ 4.05 employee engagement workplace with strong score (out of 5), increasing How we earn training, development year on year since 2022 Regulated revenues and recognition and prices set by **Australian Energy** ▶ **36%** of total Essential Energy Regulator in **Enable new Environment** Strenathen network load was met by accordance with the customer — Be courageous, state the little renewable generation connected Greater integration of the core **National Electricity** solutions to the Essential Energy network renewables and climate-Rules Alate every dollar count resilient infrastructure for ▶ 40 community and network a future-ready network batteries integrated into the network **Key resources** Electricity distribution network, " and deliver for customers and shareholders **Shareholders** skilled workforce, technology ▶ \$699.2M earnings before interest, and innovation, regional and regulators tax, depreciation and amortisation knowledge, trusted community Stable, regulated returns (EBITDA) relationships through efficient operations **\$11,800.8M** total assets